Visalia UNIFIED SCHOOL DISTRICT

CLASSIFIED SUBSTITUTE HANDBOOK

Revised 10/1/2026

Welcome to Visalia Unified School District

We appreciate your services as a Classified Substitute. This handbook will provide you with the support and guidance you may need as you work with our students.

We wish you the best on your Classified Substitute journey!

Save this digital handbook so that you may take it along on your daily travels as it includes useful information that may assist you when you are on an assignment.

Table of Contents

CLASSIFIED SUBSTITUTE DUTIES **1**

FRONTLINE ABSENCE MANAGEMENT **2**

Three Ways to Access 2

Using the Frontline Website 2

When Frontline Calls You 2

Morning Assignments - Call / Text Times 3

Future Assignments - Call Out Time 4

Accepting Multi-Day Assignments 4

Long-Term Assignments 4

Preferred Schools 4

Your Non-Work Days 5

How to Review Assignments 5

How to Cancel Assignments 6

FRONTLINE TIME & ATTENDANCE **7**

Using the Frontline Time & Attendance Website 7

OUR SCHOOLS **7**

YOUR DAILY JOURNEY **8**

School / Site Hours for Pre-K - 12 8

Work Hours for Custodial & Maintenance 8

Reporting for Duty 8

During the Work Day 9

Classroom Management 9

Confidentiality 9

At the End of the Assignment 10
MAINTAINING SAFETY AND SECURITY STANDARDS 11
Mandated Trainings 11
Mandated Reporter - Child Abuse Reporting Act 11
Safety and Security 12
PROFESSIONAL STANDARDS 12
Code of Ethics of the Education Profession 12
Religion in Public Schools 13
Sexual Harassment 13
Use Of Technology 13
E-Mail Etiquette 14
Appearance and Dress 15
Feedback Policy 15
CLIMATE AND CULTURE BEST PRACTICES 16
Job Performance – Expectations 16
Follow Classroom / Site Rules and Consequences 17
Ignoring Behaviors 17
Listen Before You Discipline 17
Pick Your Battles 17
Positive Discipline 17
R-E-S-P-E-C-T 18
Staying in Control 18
Equity & Student Services 18
CLASSIFIED SUBSTITUTE GENERAL INFORMATION 19
Electronic Timesheets 19
Determining Classified Substitute Hours 20
Sick Leave 20
Workplace Injury 21
Medical Issue(s) 21
Inactivity 22
PAY RATES / PAYROLL INFORMATION 23

Classified Substitute Pay Rates 23
Payroll 23
Employee Self Service Portal 23
Direct Deposit Information 24
UPCOMING ACADEMIC YEAR 25
Frontline Updates 25
Tuberculosis (TB Test) Renewal 25
Flu Shot Renewal 25
Reasonable Assurance Letter 26
CLASSIFIED SUBSTITUTE COMMITMENT 27
END OF SERVICE 27
EXTENDED SCHOOL YEAR 28
Extended Year - Accepting Assignments 28
Extended Year – Timesheets / Pay 28
CLASSIFIED SUBSTITUTE FAQs 29
Assignments 29
Availability 30
Feedback 31
Frontline Absence Management 31
Frontline Time & Attendance 33
Pay and Timesheets 34
Raptor 35
Technology (Email / Google Account) 35
Miscellaneous 36
2026 - 2027 SCHOOL CALENDAR 38
SUB OFFICE CONTACT INFORMATION 39
Main Office Number 39
Direct Lines 39
Business Cell Phones (Text Only) 39
Email 39

CLASSIFIED SUBSTITUTE DUTIES

Thank you for becoming a Classified Substitute with Visalia Unified School District. We value your service as it enables instruction to continue in the absence of a classified staff member.

Your professionalism, confidentiality, and dependability are paramount in day-to-day education.

The following are examples of duties you may need to perform in assignments:

- Know your Frontline username and password for the app and website
- Know your User ID and PIN to access the Frontline phone system
- Know your VUSD.org email login information
- Know your VUSD.us Google account login information
- Arrive on time (10 minutes before start time) to the site with a timesheet
- Check in with the office staff / site admin
- Use the Raptor System to sign in / out at the site
- Always be prompt in reporting to the site and in completing assigned tasks
- Cell phone usage should be limited to breaks/lunch
- Set a good example for students and maintain professionalism
- Always work carefully and maintain open lines of communication with staff
- Remember to keep school / student matters confidential
- **Single day assignment cancellations** - Can cancel in Frontline
- **Multi-day assignment cancellations** – Notify Sub Office **and** the Site

Be sure to cancel / inform Sub Office as soon as you are aware you will be unable to report.

FRONTLINE ABSENCE MANAGEMENT

Frontline is a self-service system that helps schools manage employee absences and coverage for those absences. When an employee enters their absence(s) into Frontline, this creates an assignment for a Classified Substitute to accept/decline.

This is the system you will use to accept and keep track of your assignments.

Three Ways to Access

- Website: https://login.frontlineeducation.com
- Phone: (800) 942-3767 (add this number to your contact list)
    - Check out the Frontline Absence Management FAQ Section for information on how to find your Phone PIN
- Frontline Education App: Available in the App Store and on Google Play

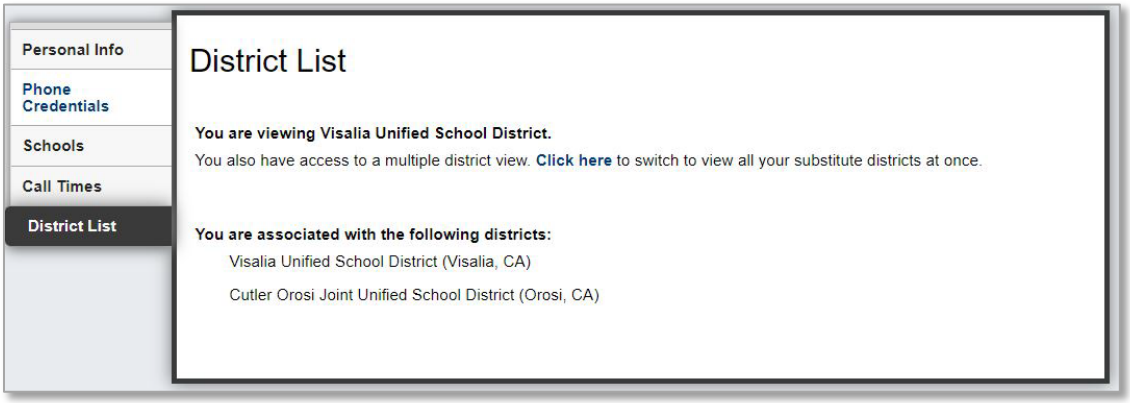
Using the Frontline Website

Substitutes may go online to select future assignments 24 hours/day / 7 days/week!

- The Frontline Website provides access to all features and functions.
- The phone and app do not have access to all features and functions

IMPORTANT! Be sure to calendar when you accept future assignments. Occasionally Classified Substitutes forget that they accepted a future assignment and do not show up, leaving students without the support they need. Please be mindful of this when booking with other districts so that you do not double-book.

- Do you work in multiple districts that use Frontline? To have access to "multiple district view," log into the Frontline Website. Under Navigation > Preferences > District List. Follow the instructions to view all your substitute districts at once



When Frontline Calls You

- It will tell you the Employee's Name (or Vacancy / Roving), Location, Classification (ex. Paraprofessional), Date, and the Start Time / End Time

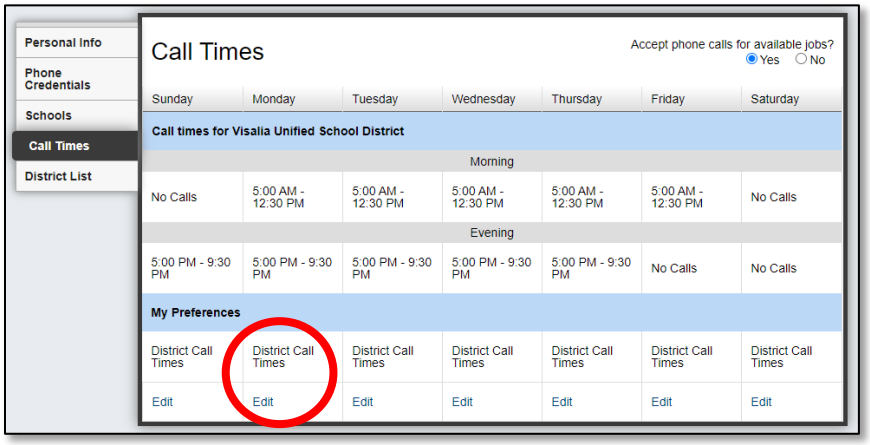
- If you accept an assignment, the system will **always** give you a Confirmation Number. **If you do not receive a Confirmation Number, the assignment was not correctly accepted**
- **NOTE:** The Sub Office does not automatically assign substitutes to absences entered by employees. Substitutes must accept work themselves via the automated phone system, app, or website

Morning Assignments - Call / Text Times

For unfilled assignments, Frontline will call out to available Classified Substitutes.

Classified Substitutes may view Frontline's Call Times from their Frontline account under Preferences > Call Times.

- Morning callouts for same day assignments is Monday - Friday 5:00am - 11:00am
- Classified Substitutes may personalize these times on the Frontline website

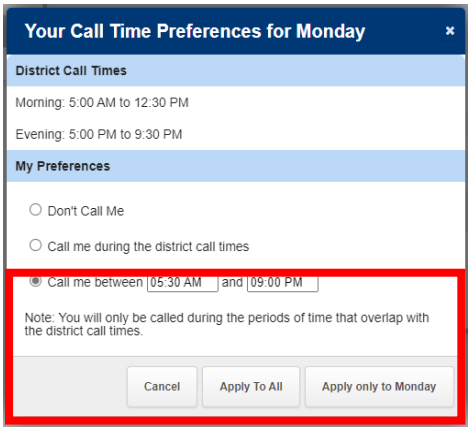


Frontline never calls in the morning for future assignments.

- **Important!** If Frontline is calling you in the morning, it is important that you answer!
  - This call is either a cancellation or a change to the assignment
- Although we attempt to honor all requests, there may be times when redirection to another classroom, subject / grade level or site is necessary

DISCLAIMER ACCEPTANCE: Limiting your availability to accept calls from our district will be considered a declaration of not accepting work and may be considered a Non-Work Day for the purposes of employment verification.

- To edit Call Time Preferences, click on the "Edit" link below the desired day. Select the button for "Call me between." Enter the desired times for Frontline to call you. **NOTE:** You will only be called during the periods of time that overlap with the district call times. Choose if you want to apply the changes to all days or just to the selected date



Sub Office technicians will directly call/text Substitutes starting at 6:10 AM to fill unfilled assignments

- If you verbally agree / text acceptance of an assignment, the Sub Office technician will assign you to the assignment
- Give the technician an estimated time of arrival so they may update the assignment and alert the site
- Do you have calls from Frontline turned off? If so and there are still assignments to be filled, a Sub Office technician may still call you. If you are not available, use Frontline's Non-Work Days feature to mark yourself unavailable. By marking yourself unavailable, your name is removed from Frontline's call list for that day

Future Assignments - Call Out Time

System callout time for future assignments is 7 days a week (including holidays) from 5:00pm - 9:30pm - Frontline only calls in the evenings for **future** assignments.

Accepting Multi-Day Assignments

IMPORTANT! Read the "Notes to Substitute" and **start/end** dates of multi-day assignments to ensure that you can fulfill the entire assignment before accepting.

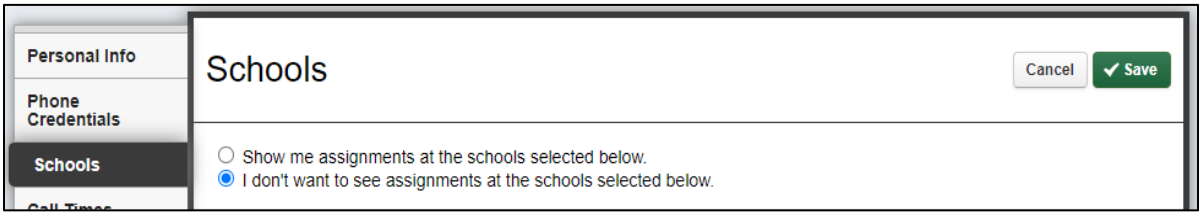
Long-Term Assignments

If you are offered a long-term assignment, advise the Sub Office of any dates you are unable to work on before accepting. The school site must approve this adjustment prior to scheduling you. **NOTE:** If you are late, or absent more than 3 times, the site may request a different sub.

Preferred Schools

You have the option to make changes to your school preferences. To do so, log on to Frontline and select "Preferences." Choose the "Schools" tab. Make the desired changes and click the green "Save" button in the upper right-hand corner. NOTE: Some locations do not use subs, i.e., "DO-ACCOUNTABILITY", and may be ignored.

- If the **"Show me assignments at the …"** is checked:
  - ➢ Any boxes that are checked are sites you **will** receive called for
- If the **"I don't want to see …"** is checked:
  - ➢ Any boxes that are checked are sites for which you **will not** receive calls



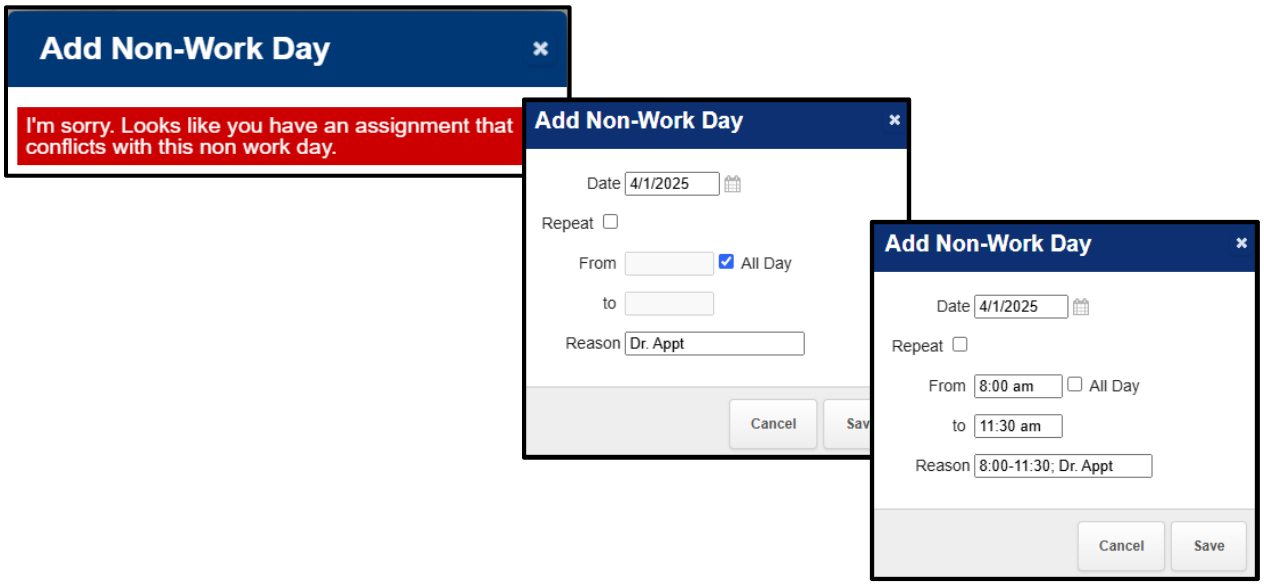
Your Non-Work Days

If you are unavailable, you should add your Non-Work Days to Frontline. This will allow Frontline to only call Classified Substitutes that are available to work on a given day.

In Frontline, from the Home Page click on the "Non-Work Days" tab. Click the Add Non-Work Day button. Make the desired changes and click on the Save button. In this example, the Classified Substitute has selected Mondays as Non-Work Days from 8/19/2024 through 10/4/2024, all day with a reason of "School".

If you are only unavailable for partial day, you may add just those hours. Please be sure to notate the hours in the from / to section, as well as in the "Reason" section. ***If you don't list the times in both sections, the Sub Office cannot see the times.***

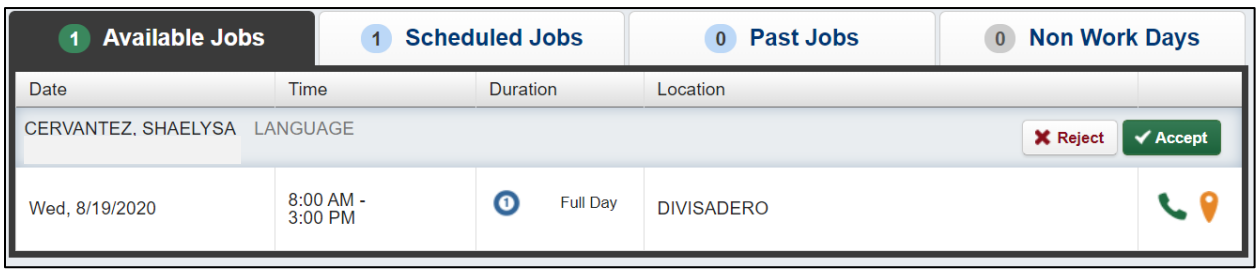
NOTE: If you have an assignment in the future and you attempt to create a Non-Work Day on the same date, Frontline will return an error message. Either change the date or cancel the assignment <u>before</u> adding the desired Non-Work Day.



How to Review Assignments

Review Frontline assignments from the homepage by selecting the desired tab:

- Available Jobs
- Scheduled Jobs
- Past Jobs



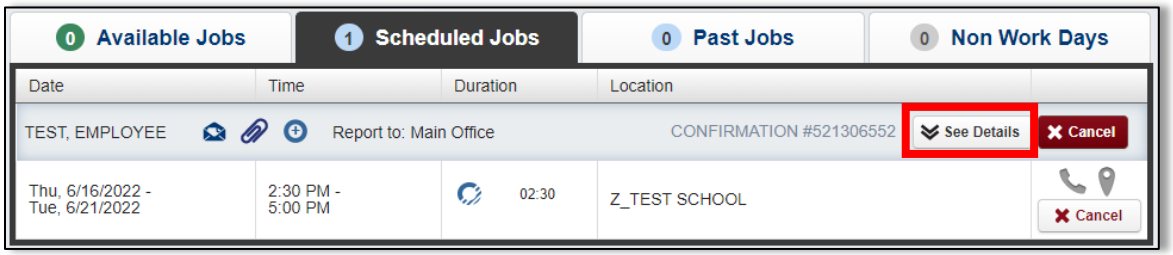
How to Cancel Assignments

Did you know that you are able to cancel an assignment yourself through Frontline? This applies to single day AND multi-day assignments!

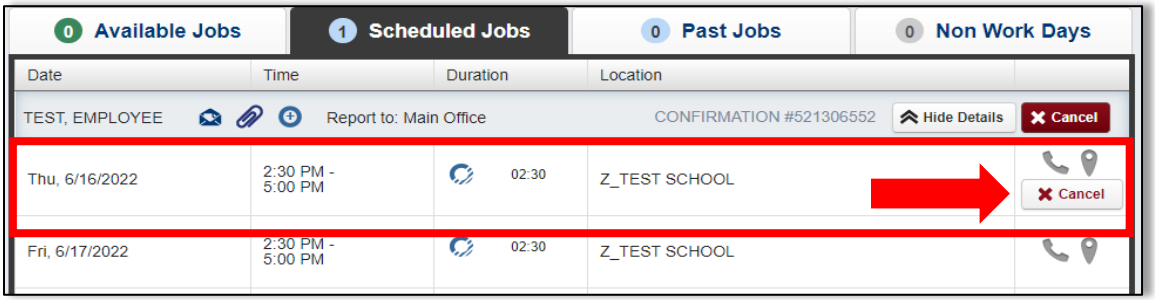
While we recognize that unforeseen circumstances may arise, it is your responsibility to notify the Sub Office as soon as possible if you are unable to fulfill an assignment that you accept.

Log onto Frontline to cancel an assignment as soon as you know you are not available.

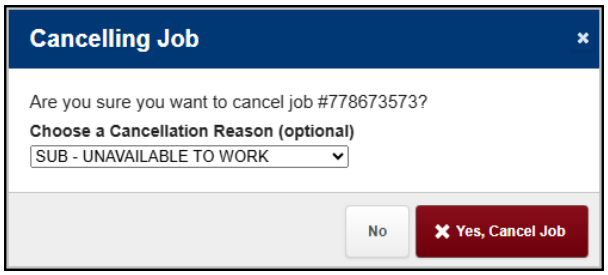
- Assignments may be cancelled via the Frontline Website up to **2 hours** before the start time. Log onto your Frontline account and click on the Scheduled Jobs tab
- Click the drop-down arrows next to the "See Details" button



- Click on the red "Cancel" button of the desired date



- A pop-up window stating, "Cancelling Job Portion" will appear
- Choose the Cancellation Reason
  - When selecting "SUB - REQUEST TO USE AVAIL SICK LEAVE" as the cancellation reason, the system will generate a timesheet for sick leave
  - If you do not wish to use your Sick Leave please select "Unavailable"



- Click on the red "Yes, Cancel Portion" button. Make sure that you see a pop-up that says, "Job Cancel Successful."
- For an assignment cancelled by the Substitute less than 12 hours before the start time of the assignment, Frontline will create a system generated Non-Work Day on the substitute's schedule. This Non-Work Day cannot be removed
- The Sub Office monitors the activity of cancelled assignments. If a pattern of "last minute/ same day" cancellations are identified, the Classified Substitute will be notified via email and may be denied further offers of work

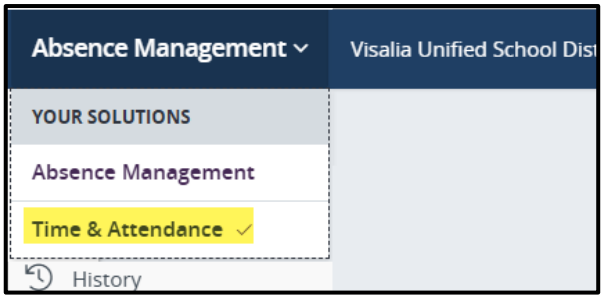
We ask that you update Frontline as soon as possible if you are no longer available. This allows us to try to secure other coverage.

FRONTLINE TIME & ATTENDANCE

Frontline is a self-service system that helps schools manage timekeeping. When a Classified Substitutes signs in / out via Time & Attendance, this creates an electronic timesheet for the site to review and approve. Once approved, this timesheet is sent to Human Resources, then to Payroll for processing.

Using the Frontline Time & Attendance Website

To view timesheet data, Classified Substitutes may view timesheets at any time!



- Website: https://login.frontlineeducation.com
- Choose "Time & Attendance" in the drop-down

To sign in and sign out for assignments, Classified Substitutes will use their Frontline Phone Credentials:

- **User ID:** 10-digit phone # on file
- **PIN:** Check out the Frontline Absence Management FAQ Section for information on how to find your Phone PIN

OUR SCHOOLS

It is important to familiarize yourself with our school sites before accepting assignments. Knowing the location of a site will help you determine:

- Driving directions
- Estimate drive time

When accepting assignments in Frontline, the location is included in the assignment information. Simply click on the location icon (next to the green phone icon) and a map will open to guide you to the school.

YOUR DAILY JOURNEY

This section focuses on information you need to know before and after you have accepted an assignment.

School / Site Hours for Pre-K - 12

Site	School Hours	Assignment Hours
Elementary	8:10am - 2:30pm	Varies
Middle School	8:20 am - 3:20 pm	Varies
High School	8:30 am - 3:30 pm	Varies
School hours are approximate. Work hours can range from 7:00am - 5:0pm, based on the position being subbed. Be sure you are checking the start time in Frontline.		

Work Hours for Custodial & Maintenance

Custodial & Maintenance	
Custodial	3:30pm - 12:00am
Maintenance	8:00am - 5:00pm
Work hours may differ from the above. Be sure to communicate with the department!	

Report 10 minutes prior to the start time to ensure you are checked in and ready for the day.

Reporting for Duty

Be sure to check the time of your assignment to ensure that you arrive on time and that you are able to stay until the end of the assignment.

- Be prompt in arriving and beginning your duties. Allow enough time to get parked and checked in and to the classroom/office.
    - You are expected to be at the school site no later than the time listed on the assignment in Frontline. If you are running late, call the school site so they may plan for other coverage. School site contact information may be found in the "Information for Substitutes Folder"
- Classified Substitutes are expected to check in with the office staff and sign in/out for each assignment using the Raptor System and Time & Attendance.
    - Upon arriving at a site, they will need to follow the instructions on the KIOSK to log in to Raptor and Time & Attendance. A sticker-type badge will be printed
        - Check out the Miscellaneous and Frontline Time & Attendance FAQ Section for information on Raptor and Time & Attendance
- Classified Substitutes are not to leave campus during working hours, except in the case of an emergency

- Classified Substitutes are expected to remain at the school site until the contracted end time of the assignment

The Office Staff will:

- Provide the Classified Substitute with directions to the classroom(s)
- Provide the Classified Substitute with any other necessary instructions, i.e. map of the school/schedules/procedures
- Explain any unusual procedures for the day, i.e. fire drills, assembly, field trip, etc.

During the Work Day

- It is the responsibility of the Substitute to put their personal belongings in a secure place upon their arrival. VUSD is not responsible for any lost / stolen items
- Never leave students alone in the classroom or on the playground
- Follow instructions to the best of your ability
- Be fair, firm, and consistent as you follow the teacher's classroom rules and consequences
    - Use positive reinforcement for good behavior
- Be positive, your passion is contagious
- Act at once if an accident occurs that is serious enough to need immediate attention
    - Report the accident to the front office
    - Report first aid concerns to the school nurse
- Always allow a student to see the nurse even if you are not convinced that they are not feeling well, as you do not know their medical history

Classroom Management

- Review the materials, and any special procedures.
    - Locate and review any notes and applicable behavior intervention plans for students as well
- Check in with the teacher or other staff member regarding expectations
- Remember that you are there to assist the staff to ensure student learning continues while a staff member is out

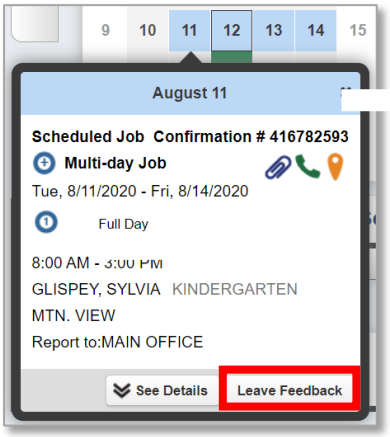
Confidentiality

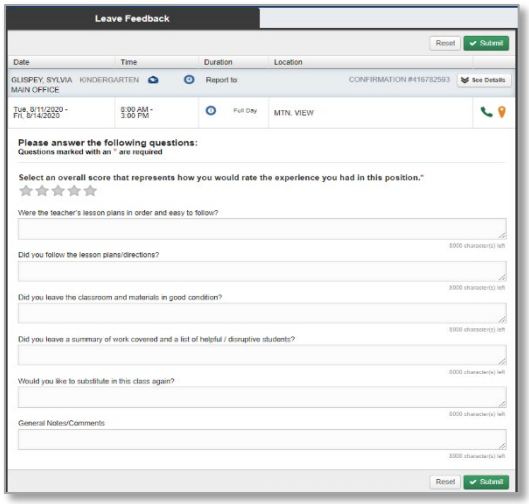
- All information about students is confidential. Divulging information to unauthorized persons may result in termination of your working relationship with VUSD. These include, but are not limited to:
    - Behavior
    - Academic level
    - Medication(s)
    - Special Assistance needs
    - Taking photos/videos of students/staff is not permitted

At the End of the Assignment

This feedback is confidential, with only the Sub Office reviewing it.

- Leave Feedback
    - Log onto Your Frontline account
    - Click on the date on the calendar that corresponds to the assignment for which feedback is being left. Click on the Leave Feedback button
    - Select an overall score that represents how you would rate the experience you had in the assignment. Be sure to leave feedback on the questions that explain why you gave the overall rating that you did.





- Ensure the students make it safely to the bus or designated areas for pick up, if applicable
- **Did you enjoy your assignment and would like to be asked back?** Ask the site office staff if they would consider adding you to their Preferred Substitutes list.
- If your duty day is not over but you have completed all tasks, use the time to complete any active Keenan Trainings. You may access the Keenan website from the VUSD website under For Staff or by clicking Keenan Online Trainings.
    - If all assigned trainings have been completed, you may complete other available training(s)
        - To choose additional training(s), click on the "Extra Training" section
- Check out with office staff
    - Sign out of Raptor and Time & Attendance
    - Be sure your sign in and sign out times are correct ***before*** you leave
        - For minimum days and partial day assignments, a lunch may be auto deducted. You will need verify that the site has removed / corrected the lunch time if there was no lunch break due to the day's schedule. ***The Sub Office does not have access to edit this!***

- Leaving early
    - If a Classified Substitute chooses to leave prior to the end time of the assignment listed in Frontline, their timesheet will reflect the actual hours worked based on your sign in and sign out times
    - If you need to leave early, you must speak with the site prior to leaving so they may try to secure other coverage.

MAINTAINING SAFETY AND SECURITY STANDARDS

Observe and comply with safety regulations and procedures.

Mandated Trainings

- All Classified Substitutes are required to take online training sessions through Keenan that are posted each school year. Communication regarding required trainings are emailed by Keenan to their VUSD.**org** email account
- It is important to stay up to date on your training
- You will use your VUSD.us account for Keenan (i.e. jsmith@vusd.us)
- If trainings are not completed by the assigned due date(s), the Classified Substitute's Frontline account will be disabled, and future assignments cancelled
- Once any past due training(s) are completed, the account will be reactivated
    - You will need to check for future work, as you will not be reassigned to cancelled assignments
- Check your VUSD email regularly

Mandated Reporter - Child Abuse Reporting Act

While everyone should report suspected child abuse, the California Penal Code provides that it is a crime for certain professionals and laypersons who have a special working relationship of contact with children not to report suspected child abuse to the proper authorities. These professionals and laypersons shall report the known or suspected child abuse to a child protective agency immediately or as soon as practically possible by telephone and shall prepare and send a written report thereof within 36 hours of receiving the information concerning the incident.

AS A CLASSIFIED SUBSTITUTE YOU ARE CONSIDERED A MANDATED REPORTER.

California Penal Code 11172, subdivision (e) gives mandated reporters who report suspected cases of child abuse absolute immunity, both civilly and criminally, for making such reports. However, any person who fails to report an instance of child abuse as required by the Child Abuse Reporting Act is guilty of a misdemeanor with a punishment not to exceed six months or $1,000 or both.

Child Abuse and Neglect Hotline

1-800-331-1585

Safety and Security

- Classified Substitutes are required to always wear their VUSD ID Badge while on campus. Lost or damaged badges may be replaced here: Badge Request Form
- Report damage to, or theft of, District property immediately upon discovery
- Exercise proper care of District facilities and property
- Comply with your role as a mandated reporter
- Be aware of air quality and heat conditions that may restrict activities
    - The heat and air quality advisory spectrum is:
        - green (safe)
        - yellow
        - orange
        - red
        - purple (extremely unhealthy)

- Contact the site office if you see warning signs of heat exhaustion or heat stroke including but not limited to rash, headache, vomiting, heavy sweating, cramping, and/or fainting
- For more information regarding Safety in Visalia Schools, please visit VUSD.org > Departments > Educational Services > Equity and Student Services > Student Safety

PROFESSIONAL STANDARDS

The Governing Board expects district employees to maintain the highest ethical standards, behave professionally, follow district policies and regulations, abide by state and federal laws, and exercise good judgment when interacting with students and other members of the school community. Employees shall engage in conduct that enhances the integrity of the district, advances the goals of the district's educational programs, and contributes to a positive school climate.

(cf. 0200 - Goals for the School District)
(cf. 4119.1/4219.1/4319.1 - Civil and Legal Rights)
(cf. 5131 - Conduct)
(cf. 5137 - Positive School Climate)

The Board encourages district employees to accept as guiding principles the professional standards and codes of ethics adopted by educational or professional associations to which they may belong.

(cf. 2111 - Superintendent Governance Standards)
(cf. 9005 - Governance Standards)

Code of Ethics of the Education Profession

The educator, believing in the worth and dignity of each human being, recognizes the supreme importance of the pursuit of truth, devotion to excellence, and the nurturing of

democratic principles. Essential to these goals is the protection of freedom to learn and to teach and the guarantee of equal educational opportunity for all. The educator accepts the responsibility to adhere to the highest ethical standards.
The educator recognizes the magnitude of the responsibility inherent in the teaching process. The desire for the respect and confidence of one's colleagues, students, parents, and the members of the community provides the incentive to attain and maintain the highest possible degree of ethical conduct. The Code of Ethics of the Education Profession indicates the aspiration of all educators and provides standards by which to judge conduct.

To read this information in its entirety, please visit VUSD.org > Board of Education > Board Policy Search. Keyword search: code of ethics of the education profession.

Religion in Public Schools

- Visalia Unified School District strongly supports the separation of religion and government
- Do not share your personal religious beliefs or political views with the students.
- Some students do refrain from reciting the Pledge of Allegiance due to religious convictions

Sexual Harassment

The Governing Board prohibits sexual harassment of district employees. The Board also prohibits retaliatory behavior or action against district employees or other persons who complain, testify, or otherwise participate in complaint process established pursuant to this policy and accompanying administrative regulation. This policy shall apply to all district employees and, when applicable, to interns, volunteers, and job applicants.

(cf. 0410 - Nondiscrimination in District Programs and Activities)
(cf. 4030 - Nondiscrimination in Employment)

To read this information in its entirety, please visit VUSD.org > Board of Education > Board Policy Search. Keyword search: nondiscrimination or sexual harassment

Use Of Technology

The Governing Board intends that technological resources provided by the district be used in a safe and responsible manner in support of the instructional program and for the advancement of student learning. All students using these resources shall receive instruction in their proper and appropriate use.

(cf. 0440 - District Technology Plan)
(cf. 1113 - District and School Websites)
(cf. 1114 - District-Sponsored Social Media)
(cf. 4040 - Employee Use of Technology)

To read this information in its entirety, please visit VUSD.org > Board of Education > Board Policy Search. Keyword search: use of technology.

E-Mail Etiquette

All district employees are given access to the district e-mail system. The Governing Board recognizes that technology can enhance employee performance by providing access to information. This access and the resulting exchange of information contribute to a quality instructional program when used appropriately. Email is a tool that is commonly used to exchange information in an efficient and timely way. With this access comes some caution and direction in terms of your use of the e-mail system. Substitute employees:

Classified Substitutes:

- Should not read other users' electronic mail or files without permission. They should not attempt to interfere with other users' ability to send or receive electronic mail, or attempt to read, delete, modify, or forge other users' mail
- Should have no expectation that their email is private. It is important to keep messages brief, using only appropriate language
- Should not use email to transmit confidential information regarding students or employees
- Should not send mass (divisions, departments, or entire school sites) or global emails (All VUSD) without approval of the Superintendent or appropriate designee
    - Global e-mails sent to "All VUSD" users must be of work-related importance to **all** employees
    - It is never appropriate to broadcast personal, political, or collective bargaining messages to employees. Be sensitive to other employees regarding the time it takes to open, read, and delete unnecessary or unwanted email
- Should not share their password with anyone
- Should be conscious of the fact that students are very adept in technology. Students should not have access to the personal computer on which you send and receive district emails
- Should understand that e-mail and "instant messaging" are two completely different functions. Instant messaging colleagues, students, or parents is an inappropriate use of district technology and is not allowed
- Should take caution when opening e-mail from unknown senders as viruses can disrupt the entire district network

Penalty for Inappropriate Use

Visalia Unified School District may dismiss at their discretion any Classified Substitute who fails to abide by Governing Board expectations regarding use of technology.

Appearance and Dress

Classified Substitutes are expected to exercise good judgment and present a clean, neat appearance that is appropriate for each assignment.

Appropriate

- Professional attire that is appropriate for their specific assignment and in accordance with any additional standards established by the site
- Clothing should be neat, clean, and align with the standards expected for the assignment. (Classroom setting vs. Operations setting)

Inappropriate

- Any attire that causes a distraction and impacts the learning environment:
    - Garments that expose undergarments, private areas of the body/midriff
    - Clothing with inappropriate messages, images, logos, or references to alcohol, drugs, violence, or profanity
    - Excessively casual attire such as athletic wear, flip-flops, tank tops, etc.
    - Any Torn/tattered clothing
    - Hats/Beanies
    - Hooded sweatshirt

Remember, you are representing VUSD to students and the public.

Feedback Policy

VUSD values constructive feedback to help Substitutes continually improve. You may periodically receive feedback regarding your performance as a Substitute.

When a school site or employee gives feedback regarding your substitute assignment, you will receive an email. The feedback will be included in the email message.

In some cases, you may be asked to attend an in-person meeting to discuss the feedback, especially if there are concerns that need to be addressed. These meetings allow for deeper discussion around the issues raised and to develop an action plan for improvement if needed.

The decision to handle feedback over email or in an in-person meeting will depend on the nature and severity of the comments. Minor feedback will be shared over email, while more serious concerns that require a dialogue will be addressed in a meeting.

Please be aware that repeated negative feedback or failure to improve based on feedback provided will result in your removal from Visalia Unified's substitute system, ending your service with the district.

We appreciate you being open to constructive feedback as we strive to provide the best possible experience for teachers, students, and other staff members when a substitute is required.

CLIMATE AND CULTURE BEST PRACTICES

Job Performance – Expectations

ALWAYS follow the notes left for you by the employee. If a note isn't left, always check with the teacher or other staff member regarding expectations

Classified Substitutes are expected to:

- Work with employees and students in a productive, cooperative, and positive manner
- Follow instructions provided
- Render honest, efficient, and effective services in the performance of duties
- Obtain materials, equipment, and tools needed for the job in the prescribed manner
- Are courteous to students, teachers, supervisors, administrators, other District employees, and members of the public

Actions that constitute unsatisfactory job performance include but are not limited to:

- Any physical contact or force with students, as this does not maintain appropriate boundaries or ensure student safety
- Threatening, intimidating, using profanity (or other inappropriate language), when interacting with students or staff on district property, at any time
- Arriving late, leaving early, or taking unauthorized breaks without permission
- Using personal electronic devices (cell phones, laptops, tablets, etc.) for calls, texting, or social media during instructional time
- Reading personal materials, engaging in other non-work activities, or sleeping while on duty in the classroom
- Leaving students unattended
- Allowing any unauthorized individual into any district facility
- Providing students with personal contact information or asking for their personal contact information
- Using tobacco or being under the influence of alcohol / illegal drugs on district property
- Discussing personal beliefs regarding politics, religion, or other controversial topics in a manner that influences students
- Using district equipment or communication devices for personal purposes
- Removing or borrowing district property without permission
- Using inappropriate or unapproved books, videos, etc. in the classroom
- Unauthorized soliciting (such as personal tutoring service) or selling on district premises during hours of duty
- Distributing or posting literature on district property or posting / removing bulletin board notices without proper authorization

Follow Classroom / Site Rules and Consequences

Be aware of the teacher/site rules and consequences.

- Draw boundaries. NEVER let students take anything off the teacher's desk unless you know from the teacher what s/he allows and ALWAYS leave a note for the teacher

Ignoring Behaviors

Students may just be asking a neighbor a simple question. If problems persist, then start with a positive reminder.

- Little things like quickly whispering to a neighbor or fidgeting with a pencil are relatively minor issues that can often be ignored, at least initially
- Making eye contact can sometimes be a reminder to students that you have an idea they are causing a problem. Making eye contact or using proximity may stop problems very quickly

Listen Before You Discipline

- Listening to students is particularly important when there is a situation where the Classified Substitute may not have all the information
- The process of listening will assist the Classified Substitute in making proper decisions. Be sure to report behavioral issues or concerns to the teacher

Pick Your Battles

- Most behavior problems are inconsequential, meaning it does not harm another student or disrupt the whole class. Spending a great deal of time on inconsequential behavior is what disrupts the whole class
- Minor unacceptable student behaviors are often best dealt with by using a technique known as extinction (ignoring minor negative behavior so it is not reinforced by providing the desired attention). This technique usually results in minor unacceptable student behavior disappearing

Positive Discipline

Review each school's system for positive discipline. Many school sites have an acronym that helps students to remember what their positive behavior should look like. For example, at Annie R. Mitchell, their acronym is SOAR:

S = Self-Control
O = On Time & On Task
A = Act Responsible
R = Respect

- To get a child back on track, try a simple reminder like this:
    - "Remember that we SOAR when we are on task. Let's focus on finishing our math problems."

- Praising desired behavior is much more effective than punishing undesired behavior. For example, a student keeps turning around in his/her seat to talk to a student behind them. Instead of disciplining the talking student, praise a neighboring student for working quietly on his/her assignment without talking to others. Reward them with a sticker or stamp

R-E-S-P-E-C-T

Each student is a person deserving to be treated with kindness and respect regardless of their language, social training, culture, personal circumstances, etc.

- Students respect an adult who can respect them. One way to show respect for the students is to respect yourself and your role as a Classified Substitute
- When a student observes a Classified Substitute who sits at the desk reading a paper, texting on their phone, falling asleep, or refusing to help students, they lose respect for that Classified Substitute. It sends the message to them, "If you don't care, why should I?" OR "Adults do not have to follow the rules."
- Keep this thought in mind - **Would you want to be a student working with you?**

Staying in Control

It is extremely important for the Classified Substitute not to lose his/her temper or lose control of his/her emotions.

- Treat all students with respect
- Model appropriate behavior even under highly stressful situations
    - When the Classified Substitute loses self-control, it becomes more difficult to make proper decisions and to retain the respect of students
    - When the Classified Substitute loses self-control, their behavior often becomes the focus of attention rather than the student's behavior
    - The most important behavior you need to control is your own
- Avoid discussions that contain controversial topics, personal qualities, decisions, opinions or judgments

Equity & Student Services

The Equity and Student Services Department is committed to supporting school sites to build capacity to cultivate an inclusive, positive, safe culture for their students, staff, and families, as they work to meet the academic, social emotional and behavioral needs of ALL students.

> **SEL IMPLEMENTATION:** A systematic approach to **Social & Emotional Learning (SEL)** intentionally cultivates a caring, participatory, and equitable learning environment. Click on the following link to find resources, organized by each of the five SEL competencies, that include explicit lesson ideas, ideas for embedded lessons in core subject practices, articles, videos, and many tips and tools for building an effective classroom culture. Link: Equity & Student Services Website - Educator Resources SEL

CLASSIFIED SUBSTITUTE GENERAL INFORMATION

Electronic Timesheets

VUSD has implemented Electronic Timesheets using Frontline Time & Attendance.

Before Going to Your First Assignment:

You will complete the badge request form and receive an email when your VUSD badge is ready for pickup. The badge will have a bar code to use for signing in and out via Time & Attendance at the school site

Signing In / Out:

Report to the main office to sign in and sign out

- After signing in with Raptor, press the F8 key to pull up Time & Attendance
- Scan the barcode on your badge to sign in
- At the end of the day, repeat this process to sign out of both Raptor and Time & Attendance
    - If you are working at multiple sites in the same assignment, you only need to sign in at your first site and sign out at your last site of the day
    - If you are working at the same site for multiple assignments, you will need to sign out at the end of your first assignment, then repeat the sign in and sign out process for the second assignment
- Be sure your sign in and sign out times are correct before you leave
    - For minimum days and partial day assignments, a lunch may be auto deducted. You will need verify that the site has removed / corrected the lunch time if there was no lunch break due to the day's schedule

Kiosk Scanner Not Working:

In the event of an issue with the Kiosk scanner not working:

- Select "use ID / PIN", enter your phone number and PIN then select "Log In"
    - Check out the Frontline Absence Management FAQ Section for information on how to find your Phone PIN
- Please report Kiosk issues to the school site's office staff
    - The Sub Office does not have access to edit your timesheet!

Website Navigation:

You can access current and historical timesheets on the Frontline Website

- Toggle from "Absence Management" to "Time & Attendance"
    - View the status of your timesheets and make changes to your PIN
    - Timesheets will auto-submit overnight for the site to approve the next day
    - For more information, refer to the Using the Frontline Time & Attendance Website section of this handbook

Missed Sign In / Sign Out:

It is the Classified Substitute's responsibility to remember to sign in and out each day they work.

- If you experience any issues with signing in / out, please contact the school site's office staff to ensure your hours are accurately recorded for compensation
  - The Sub Office does not have access to edit your timesheet!
- Failure to sign in AND out will prevent Frontline from calculating your work hours correctly

Determining Classified Substitute Hours

- **Work Day:** Encompasses the Start Time through the End Time indicated by Frontline.
- **Hours:** Classified Substitutes will be compensated for the time worked on an assignment.
- **Examples:**
  - 2 hours and 20 minutes will be paid as 2.33 hours
  - 3 hours and 45 minutes will be paid as 3.75 hours

Classified Substitutes are responsible for checking the "Notes to Substitute" section in Frontline. This may contain details for split shifts, multi-day or multi-site assignments and extensions.

- **Scheduling Error:** If a Classified Substitute reports to a site due to a district scheduling error, they will have the option to be routed to another available assignment and be paid from the original start time. If no other assignment is available, the Classified Substitutes will be paid for the time they are on site dealing with the scheduling error (one hour minimum)

Sick Leave

Classified Substitutes are granted forty (40) hours of sick leave each school year.

Sick leave may be used after 120 days of employment. Sick leave balances do not roll over and may not be combined with any other district. Your Leave Balance is located on your paystub, and your leave totals run one month behind.

If you have any questions regarding your available sick leave, please reach out to your HRD Benefits Technician.

Requests made outside of the steps listed below will not be accommodated.

You must cancel the assignment on the Frontline website if you are wanting to use sick leave.

The mobile app does not support requesting sick leave.

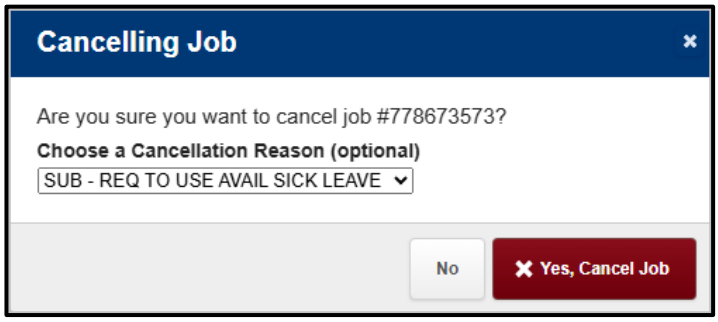
We cannot accommodate Sick Leave requests after you cancel the assignment.

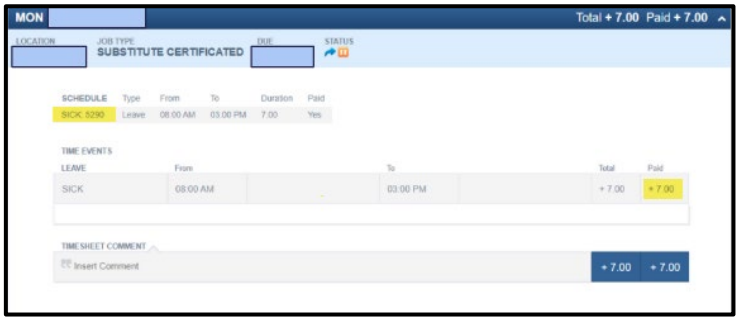
How To Use Sick Hours - Step-By-Step

VUSD shall deduct sick leave hours when the following steps are followed:

- Sick hours may only be used on a day when you are assigned to work
    - If you are in a single-day assignment, cancel yourself out of the assignment, choosing "REQ TO USE AVAIL SICK LEAVE"
    - If you are in a multi-day assignment, contact the Sub Office so a technician may take you out of the assignment
- When selecting "REQ TO USE AVAIL SICK LEAVE" as the cancellation reason, the system will generate a timesheet for sick leave
    - If contacting the Sub Office, be sure to advise if you want to use sick leave
- If you have exhausted all available Sick Leave, your timesheet request for Sick Leave will be rejected
    - Total Hours may not exceed the original number of hours of the assignment

Sick leave will not be deducted if an assignment is accepted and canceled the same day.





For more information on how to cancel an assignment, refer to the How to Cancel Assignments section.

Workplace Injury

While we hope it never happens, if you experience a workplace injury, immediately call Company Nurse Injury Hotline at: **877-518-6702** and enter or say the Search Code: **TUJ02**.

Company Nurse will triage your care and route you to a medical facility if needed. Additionally, report the workplace injury to the school office and fill out the appropriate form which is available on each campus.

Medical Issue(s)

If a Classified Substitute experiences a personal or work-related injury that requires medical attention and the doctor has provided a doctor's note, that note must be submitted to Human Resources.

A Benefits Technician will review your doctor's note once received. If it is determined that you must be taken off work due to a medical condition or is provided with restrictions to work, a follow-up doctor's note releasing you back to work full duty will be required.

HRD Benefits Technicians - 559-931-8120			
Marlen Allende	**Jennifer Flores**	**Jenny Cristallo**	**Jennifer Ferguson**
Ext. 11362	Ext. 11363	Ext. 11364	Ext. 11365
A - EH	**EI - K**	**L - RAM**	**RAN - Z**

Inactivity

Classified Substitutes are expected to work regularly throughout the school year.

If a Classified Substitute does not accept any assignments within six months, their profile will be deactivated, and they will need to reapply to work as a Classified Substitute in the future.

We understand there may be periods when you are unavailable to work due to pregnancy, surgery, illness, or other situations. If you anticipate a period of unavailability, please notify us as soon as possible. We will notate your profile accordingly to ensure you are not deactivated.

To notify us of an upcoming unavailability, please send an email to suboffice@vusd.org with the following information:

- Your name
- VUSD ID#
- Anticipated start and end dates of unavailability
- Reason for unavailability
- Dr. Note, (if applicable)

Once your unavailable period has concluded, you are expected to resume accepting assignments. Failure to do so will result in deactivation based on the criteria above.

PAY RATES / PAYROLL INFORMATION

For questions related to pay rates, contact our Sub Office.

Classified Substitute Pay Rates

View the Classified Salary Schedule *All Subs paid at Step 1 of the below ranges*			
Cafeteria Worker	Range 36	**Paraprofessional TK**	Range 48
Clerical	Varies	**Paraprofessional SPED**	Range 45
Custodian	Range 44	**Preschool Aide ***	Range 45
General Activities Aide	Range 36	**Preschool Instructor ****	Range 76
Paraprofessional	Range 38	**SLC Technician**	Range 50

*** Preschool Aide:** Proof of Immunizations - TDAP, MMR, & Flu Shot / Declination

**** Preschool Instructor:** Same immunizations as listed above and a Child Center Permit

To add Preschool Aide / Instructor assignments to your profile, send an email to suboffice@vusd.org with your request and attach copies of:

- DTaP/Tdap immunization
- MMR immunization
- Flu vaccine (must be from within the last 12 months)
    - If you choose not to receive the flu shot, you will need to request a Flu Shot Declination Form, which will be sent to you via PowerSchool Records

Payroll

For questions related to your paycheck or direct deposit, contact our Payroll Department.

Payroll Technicians - 559-931-8072				
Giovanna Cisneros	**Jessica Ramos**	**Lisa Martin**	**Karina Vargas**	**Justien Medina**
A – COR Ext. 10509	COS – HAM Ext. 10504	HAN – MED Ext. 10505	MEE – ROM Ext. 10506	RON – Z Ext. 10507

Employee Self Service Portal

The Employee Self Service portal or ESS is currently available for employees to access payroll information, including pay stubs and prior year W2's.

ESS is available to all district employees currently receiving pay. Pay stubs and W2's may be accessed from anywhere. The electronic pay stub is available on ESS on payday.

To access the Employee Self Service portal, visit VUSD.org > Employees > Employee Self Service.

- Use your VUSD network credentials on the Login screen.
- Save this document for instructions on How to Access Employee Self Service.

Direct Deposit Information

WHY SIGN UP	Without direct deposit, paychecks are mailed two days prior to payday but can take up to 5 business days for the USPS to deliver checks. The best way to guarantee that substitutes will receive their hard-earned money on payday is to sign up for direct deposit. A copy of the Direct Deposit Form is located on the VUSD website or by clicking here: Payroll Forms
HOW	Complete a VUSD Automatic Payroll Authorization form and attach a voided check. You may also ask your bank for a deposit form and attach it to the VUSD form. The bank form must be typed and not hand written. Forms must be turned into the Payroll Department located at the VUSD District Office.
TIME FRAME	It takes one payroll cycle to process your direct deposit. Example: If you turn in the form prior to September payroll closing date, your September check would be a live check that would be mailed to you. If everything is okay, all checks after September would be direct deposit.
ACCOUNT CHANGE	If you need to change your automatic payroll, just use the same direct deposit form, and complete the "change" portion. Be sure to attach a new voided check or typed form from your bank and turn in to the Payroll Department located at the VUSD District Office.

UPCOMING ACADEMIC YEAR

Review the following information to ensure your personnel record does not contain an expiration date that prevents you from accepting assignments in the next school year.

Frontline Updates

Over the summer, log onto Frontline to verify/update the following:

Phone Credentials (Phone # / PIN)	Preferred Schools
Call Times	District List(s) (if applicable)

Has your email address changed? Log onto your Frontline account. Under the Navigation area select Preferences. On the Personal Info tab, click Edit. Update your Email Address. Click the Apply button to save the updated information.

Tuberculosis (TB Test) Renewal

Your Tuberculosis Test (TB test) results are good for four years from the date the results were read, i.e., a TB test read on August 16, 2026, would be good until August 16, 2030.

Frontline will generate the following email when the expiration is 60 days from expiring:

> **This is a message from Aesop. According to our records, you have the following qualifications that will expire in 60 days on 09/17/2026:**
>
> ***TB TEST**
>
> **Please contact the Aesop administrators with updated information, if available. Thank you.**

Visalia Unified accepts TB test results from any medical provider. Classified Substitutes must submit their Tuberculin Skin Test results to Human Resources either in person or attach a copy to an email and send to suboffice@vusd.org for processing.

Alternatively, you may complete a California School Employee Tuberculosis (TB) Risk Assessment Questionnaire via our Online Questionnaire. Once your Questionnaire is reviewed, you will be sent a copy of the results. Be sure to forward a copy to the Sub Office so that we may update your profile accordingly.

- If you are advised that you do not qualify for the Online Questionnaire, you will need to get a traditional TB Skin Test completed with a medical professional and then submit those results to the Sub Office

Flu Shot Renewal

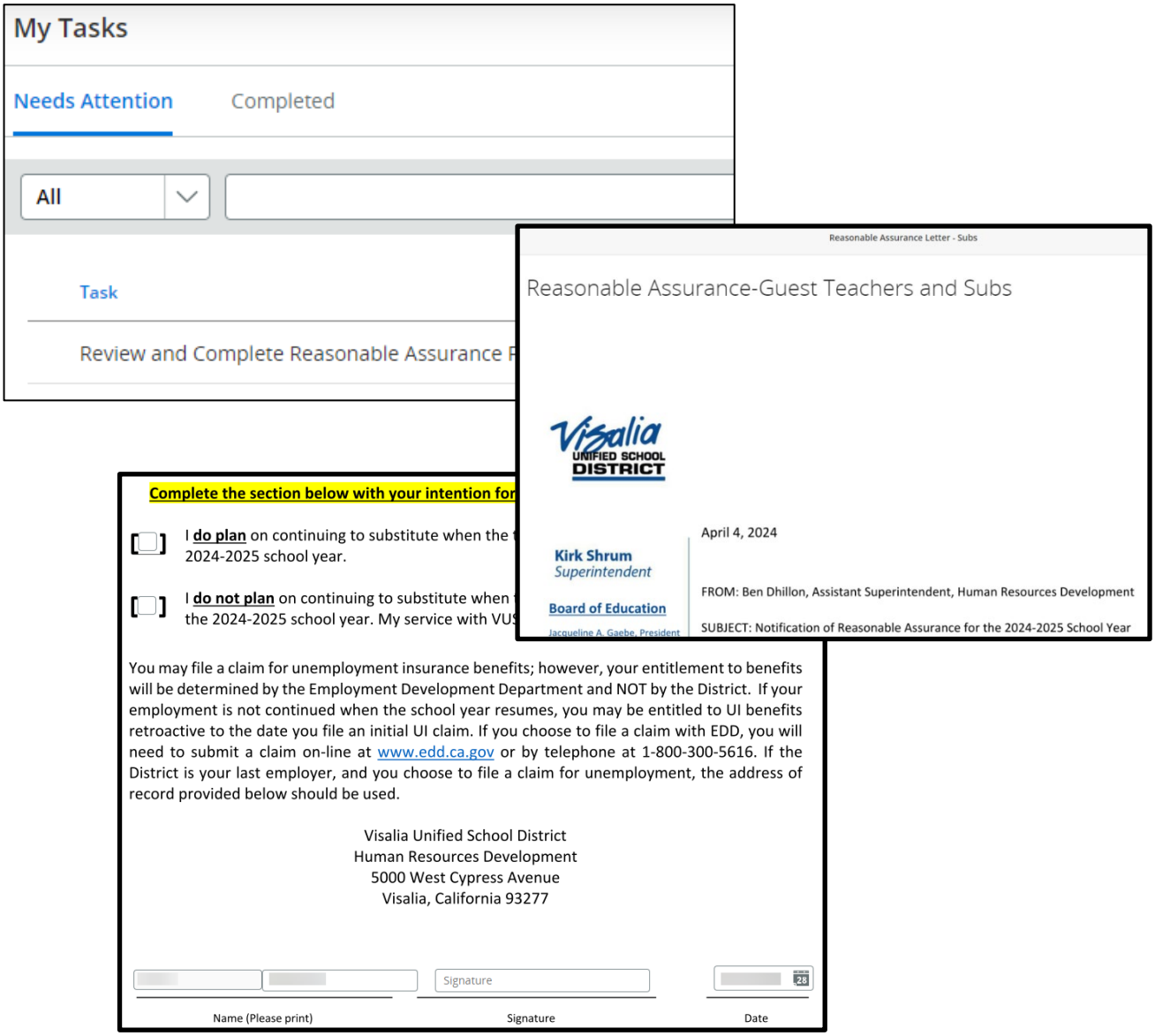
Your Flu Shot record must be updated each year with us, as they are only valid for one year.

Alternatively, you may fill out a Flu Shot Declination Form, which needs to be filled out only once. For this option, send an email to suboffice@vusd.org to request the declination form. You will receive an email back with instructions on how to complete the form.

Reasonable Assurance Letter

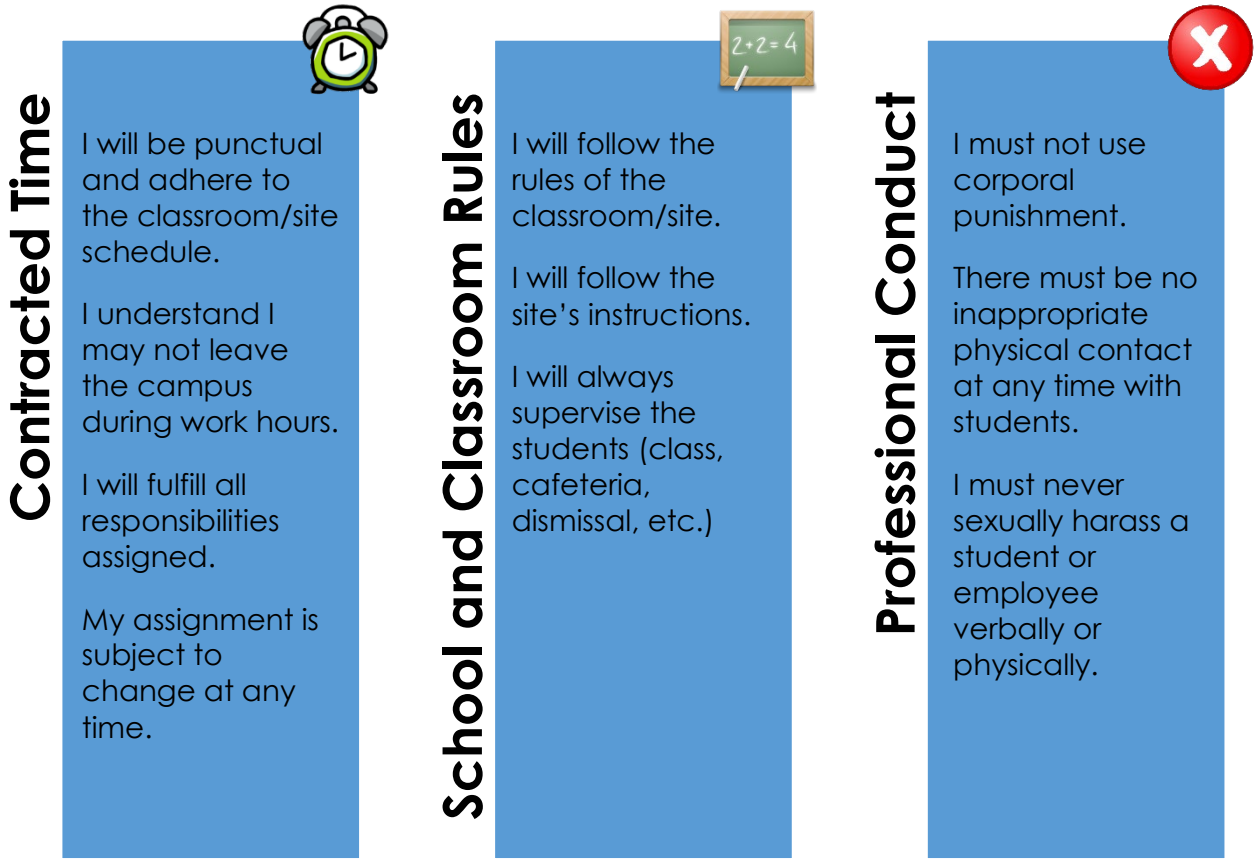
Visalia Unified School District notifies Classified Substitutes each year that they have reasonable assurance of returning to work for VUSD for the next school year in their usual capacity as an on-call Classified Substitute after the summer recess period.

- Information on how to complete your Reasonable Assurance letter is emailed out each Spring to the substitute's VUSD.**org** email address. Once received, sign and return as directed in the letter. Be mindful of the due date.
    - The Reasonable Assurance letter confirms if you will or will not be continuing to substitute when the traditional school year resumes. Failure to return this letter will result in account deactivation. Continued non-response will cause the Classified Substitute to be termed, and they will have to reapply via EdJoin
    - Please sign and submit the letter as soon as possible



CLASSIFIED SUBSTITUTE COMMITMENT

As a Classified Substitute, I understand my responsibilities include but are not limited to those listed below:



I understand that substitute work is considered "on-call," "at-will" work, and that I may accept work as desired.

- Classified Substitutes who are dismissed shall receive pay through the end of the hours worked. Payment will be issued on the next regular pay cycle

END OF SERVICE

No longer available to sub? Please notify us promptly. Keeping our roster current is essential. It allows us to hire available substitutes who can provide consistent coverage to our sites and prevents unnecessary calls to those who are no longer working.

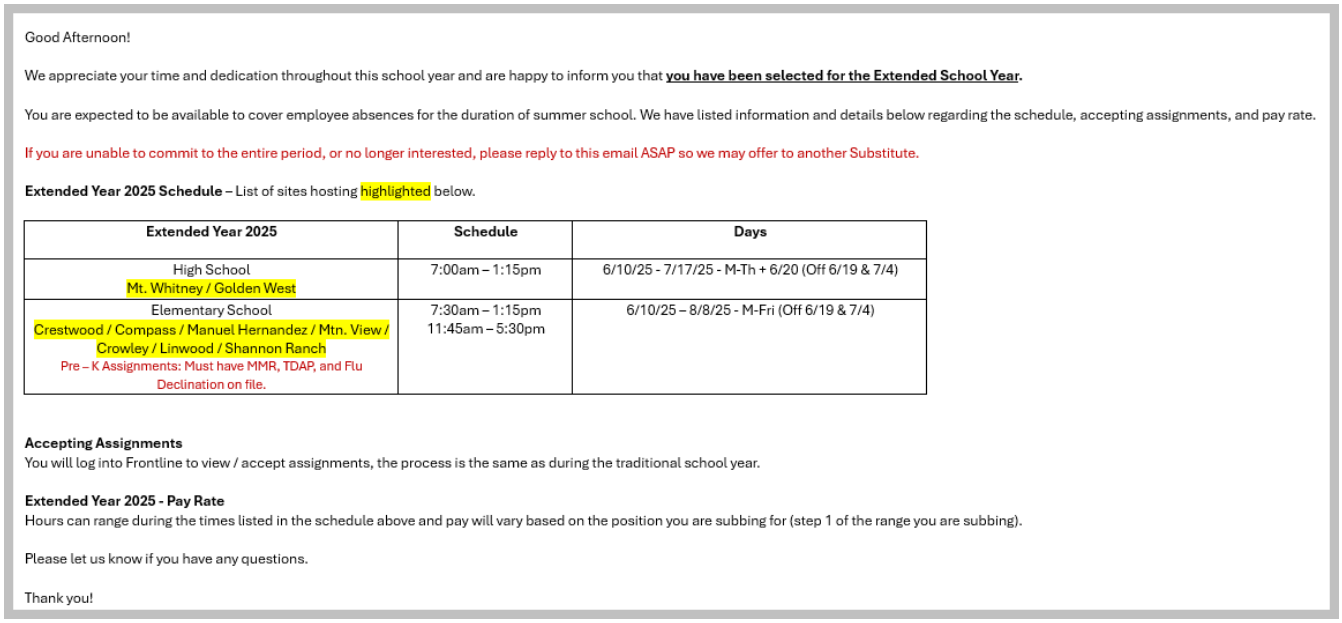
- Send an email to suboffice@vusd.org to request a "Substitute End of Service" form. Instructions will be included in the email reply on how to complete and return the form
- The Substitute End of Service form may be found in the "Information for Substitutes Folder" or in the "Available Forms" tab in PowerSchool Records

EXTENDED SCHOOL YEAR

At the end of the school year, Classified Substitutes are selected to work during the Extended School Year (ESY) based on several factors. These include performance, dependability, and the number of assignment cancellations, as determined by reports reviewed by the Sub Office.

Those who are selected will receive an email with the required information (see below).

- Substitutes who accept working the extended year are expected to be available for the entire duration of time.
- If you are not able to commit to the entire duration of ESY please email suboffice@vusd.org



Good Afternoon!

We appreciate your time and dedication throughout this school year and are happy to inform you that **you have been selected for the Extended School Year**.

You are expected to be available to cover employee absences for the duration of summer school. We have listed information and details below regarding the schedule, accepting assignments, and pay rate.

If you are unable to commit to the entire period, or no longer interested, please reply to this email ASAP so we may offer to another Substitute.

Extended Year 2025 Schedule – List of sites hosting highlighted below.

Extended Year 2025	Schedule	Days
High School Mt. Whitney / Golden West	7:00am – 1:15pm	6/10/25 - 7/17/25 - M-Th + 6/20 (Off 6/19 & 7/4)
Elementary School Crestwood / Compass / Manuel Hernandez / Mtn. View / Crowley / Linwood / Shannon Ranch Pre – K Assignments: Must have MMR, TDAP, and Flu Declination on file.	7:30am – 1:15pm 11:45am – 5:30pm	6/10/25 – 8/8/25 - M-Fri (Off 6/19 & 7/4)

Accepting Assignments
You will log into Frontline to view / accept assignments, the process is the same as during the traditional school year.

Extended Year 2025 - Pay Rate
Hours can range during the times listed in the schedule above and pay will vary based on the position you are subbing for (step 1 of the range you are subbing).

Please let us know if you have any questions.

Thank you!

Extended Year - Accepting Assignments

Substitutes who are selected will utilize Frontline to view and accept assignments; the process is the same as the traditional school year.

Extended Year – Timesheets / Pay

Classified Substitutes will utilize the light pink Classified Substitute Timesheet for ESY.

- Timesheets are due to the District Office by 5:00pm on the first working day after the end of the month worked
- Payday is the last business day of each month for Classified Substitutes
- Pay Rate: Step 1 of the range you are subbing, for more information please see PAY RATES / PAYROLL INFORMATION

CLASSIFIED SUBSTITUTE FAQs

Have a question? The questions below are sorted by the following topics: Assignments, Availability, Feedback, Frontline Absence Management, and Miscellaneous.

Many refer to sections in this handbook that provide more detailed information. Can't find the answer to your question in this handbook? Email your question to suboffice@vusd.org.

Assignments

1. When are absences entered? How do I know when to log on to pick up a job?
    - There is no specific time when assignments are entered, as employees may enter an absence anytime during the day
    - Please check Frontline as often as possible to check for assignments
    - For more information, refer to the Using the Frontline Website section

2. Why am I seeing assignments being listed between 10:00pm and 3:00am?
    - Assignments are released based on the employee/site preferred lists.
        - When an employee enters an absence, only their preferred substitute(s) may see the assignment immediately
        - Once the time has passed for an employee's preferred substitute(s) to see the assignment, the site's preferred substitute(s) may see the assignment
        - After that time passes, the assignment is available to the general substitute pool

3. I want to sub for a Preschool Instructor. Can I do that? If so, what do I need to submit?
    - Yes, you may request the ability to view Preschool Instructor assignments
        - For more information on the pay rate, refer to the Classified Substitute Pay Rates section
    - To add Preschool Instructor assignments to your profile, send an email to suboffice@vusd.org with your request and attach copies of:
        - DTaP/Tdap immunization
        - MMR immunization
        - Flu vaccine (must be from within the last 12 months)
            - If you choose not to receive the flu shot, you will need to request a Flu Shot Declination Form, which will be sent to you via PowerSchool Records

4. May I accept more than one assignment in a day?
    - Yes, absences are entered throughout the day, so check periodically
        - Be sure that you do not go over 8 hours worked in one day

5. I took an assignment but now I'm not available. What do I do?
    - For more information refer to the How to Cancel Assignments section on how to cancel yourself out of an assignment

6. I am in a multi-day assignment and need to take a day off, how do I remove the one day without losing all the future days?
    - Send an email to suboffice@vusd.org and request to be removed

7. Elementary Schools now get out at 2:30pm, may I leave early?
    - Yes, however, please note that you will only be paid for the hours worked. If you check out at 2:30, you will only receive pay until 2:30

    - It is up to the school site if they will allow a Classified Substitute to leave before the end of their contracted hours. **Note:** If the sub chooses to leave before the end time listed in Frontline, the substitute will only be paid for the hours worked

8. An employee wants me for an assignment, but I don't see it on Frontline. Why?
    - The employee may not have yet entered the absence
    - The employee may not have added you as a Preferred Substitute and the assignment was picked up by one of the employee's other preferred/favorite substitutes
    - Do you have a non-work day entered? Or did you have a non-work day entered when the employee entered their absence? If so, Frontline is not able to notify you of the assignment
    - Is your TB Assessment up to date? If not, refer to the Tuberculosis Renewal section for how to update this information
    - Did you cancel another assignment less than 12 hours from the start time to accept this assignment? If so, the system has blocked you from work for the day, and that block cannot be removed

9. I am a Preferred Substitute for an employee, but I missed the email and/or call and another Substitute picked up the assignment. Can I have it assigned to me?
    - No. It is your responsibility to check email / phone notifications for assignments and accept the assignment before it becomes available for any other qualified/available substitute to accept

NOTE: Make sure calls from the Frontline automated phone system are not blocked.

Availability

1. I get texts from the Sub Office to work but I'm not available. How can I stop those texts?
    - The Sub Office uses the information from your Frontline Calendar to determine if a sub is available to work
        - Marking your Non-Work Days will keep you from receiving unwanted calls **and** texts. For more information, refer to the Your Non-Work Days section on how to enter your Non-Work Days
    - In addition, it allows the system to only call those that are available to work that day

2. I'm not available on Fridays. Can I still get calls or check for jobs, just not on Fridays?
    - Yes! For more information on how to customize your availability, refer to the sections Morning Assignments – Call Times and Your Non-Work Days

Feedback

1. I received an email regarding feedback; can I find out who provided the feedback?
    - No. To maintain open communication lines and receive candid feedback from our sites, we do not disclose names or identifying details about schools or staff members who provide feedback on Substitutes. This allows sites to share information freely

2. The email I received with feedback lists a lot of different things. How do I know what I need to work on?
    - The items that speak directly to your specific feedback will be notated in red

3. Can I have more details regarding my feedback?
    - The feedback provided touches on all aspects of what was reported by the site / employee. Out of respect for the submitter's privacy, identifying details will remain confidential

4. Do I need to do anything when I receive feedback?
    - Your commitment to improving in these areas is essential to receiving future substitute assignments with VUSD. Please review our policies, observe appropriate boundaries, and focus on providing a positive and productive learning environment for all students
        - Reflect on the feedback and consider how you can apply it in future classrooms. Our goal is to ensure consistency and professionalism across all substitute assignments
        - Demonstrate growth by implementing the suggested improvements during your upcoming assignments. Continued progress will support your standing as an active substitute with VUSD
        - Review district policies and expectations regularly to stay aligned with our standards for professional conduct, and student engagement
        - Your commitment to improving in these areas is essential to receiving future substitute assignments with VUSD. Please review our policies, observe appropriate boundaries, and focus on providing a positive and productive learning environment for all students

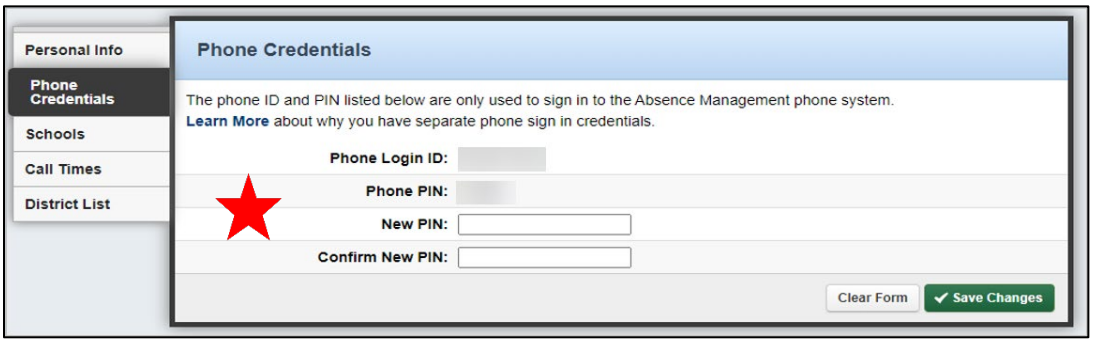
Frontline Absence Management

1. Is there a Frontline App?
    - Yes. Search for Frontline Education in the App Store or on Google Play.
        - App Store: Frontline Education - App Store
        - Google Play: Frontline Education - Google Play

2. I forgot my Frontline username. What do I do?
    - Click "Forgot Username"
        - Enter your email (usually the email you provided when hired)
        - You will receive an email with your Frontline username
            - This will go to your email address on file, so be sure it stays updated

3. I forgot my Frontline password. What do I do?
    - Click "Forgot Password"
        - Enter in your Frontline username
        - You will receive an email with a link to reset your Frontline Password
            - This will go to your email address on file, so be sure it stays updated

4. Frontline called me but I don't know my phone password / PIN. What do I do?
    - To locate your PIN, log onto the Frontline Website, then click on Preferences > Phone Credentials. There you will find your Phone PIN and the option to change your PIN, if desired

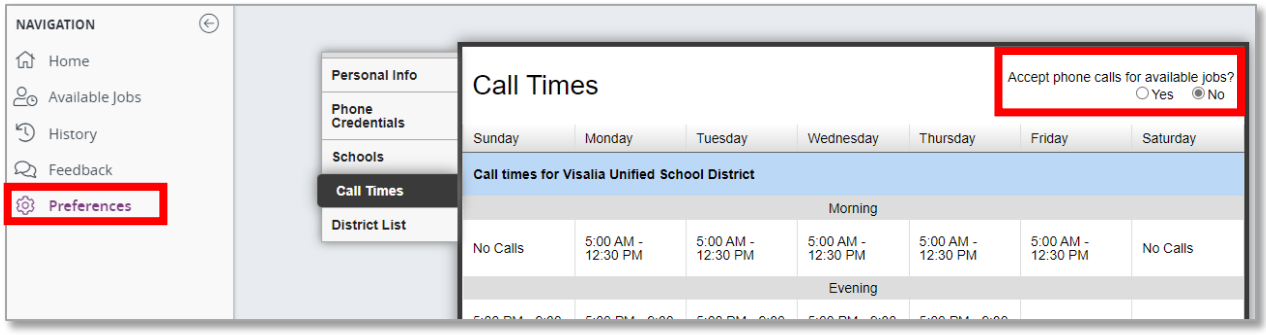


5. I keep getting calls to work at elementary schools. I only want to sub at middle and high school. Can I update that?
    - Yes! For more information, refer to the Preferred Schools step-by-step instructions on how to set your preferred schools

6. The Sub Office advised me to check my Frontline calendar. How do I do that?
    - Access your Frontline profile via the Frontline Website. Your calendar is the default screen you see when you log into Frontline or may be found from Navigation > Home

7. I don't remember if I have an assignment coming up. Where can I look it up?
    - Check your Frontline calendar. For more information, refer to the How to Review Assignments section

8. I turned Frontline calling off. How do I turn it back on?
    - Log onto to Frontline Website. From the Navigation menu, select Preferences. Click on the Call Times tab. Change, "Accept phone calls for available jobs?" from "No" to "Yes."



9. I used to get calls / notifications all the time and now I'm not getting any. Why not?
    - There are several factors that determine call frequency:
        - The number of available assignments on any given day.
            - The number of absences, trainings, field trips, etc., at a site fluctuates. Sometimes there is a greater need than other times.
        - Your school preferences - the fewer schools you have selected, the fewer calls you will receive.
            - Refer to the Preferred Schools section.
        - Your TB Assessment expired
            - Refer to the Tuberculosis Renewal section.
        - You are not up to date with your Keenan Online Trainings.
            - Refer to the Mandated Training section.

Frontline Time & Attendance

1. I forgot my badge! How do I sign in for my assignment?
    - You can sign in using your Phone Credentials
        - To locate your Phone Credentials, log onto the Frontline Website, then click on Preferences > Phone Credentials. There you will find your Phone PIN and the option to change your PIN, if desired

2. How do I view my timesheets to verify my hours are correct?
    - You can view your timesheet by logging on to Frontline Time & Attendance
        - For more information, refer to the Using the Frontline Time & Attendance Website section

3. I couldn't sign in today, what do I do?
    - You will need to request the site secretary to manually adjust your sign in time

4. I worked 8:00am - 12:00pm today but didn't have a lunch break in my schedule. How do I fix my timesheet to ensure I am paid for my correct work hours?

- You will need to work with the site secretary to have them adjust your timesheet to remove / adjust the lunch deduction correctly. For more information, refer to the Electronic Timesheets section

5. I checked in 15 minutes late today; may I stay 15 minutes late to make up the time?
    - No, staying late to "make up" time is not an option for sub assignments

6. I noticed a "Submit" tab in the upper right corner of my timesheet. Are we supposed to submit our time sheets?
    - No. All timesheets submit overnight for review and approval. You are not required to manually submit your hours.

Pay and Timesheets

1. When is pay day?
    - Payday is the last business day of the month for Classified Substitutes. For more information, refer to the Timesheets And Payday section

2. How do I review my paystub?
    - You may view your paystub via the Employee Self Service portal (ESS). For more information, refer to the Employee Self Service Portal section

2. When will I receive my W-2?
    - W-2 forms are completed and mailed on or before January 31st of every year
    - You may view your W-2 via the Employee Self Service portal (ESS). For more information, refer to the Employee Self Service Portal section

3. How can I get a duplicate W-2?
    - Contact Payroll for this request. For a list of our Payroll Technicians, refer to the Payroll section

4. When is my timesheet due and how do I turn it in?
    - Timesheets are due to the District Office by 5:00pm on the first working day after the end of the month worked
        - **Example #1:** Timesheet is for August 2024 - Your timesheet will be due by 5:00pm on Tuesday, September 3, 2024
        - **Example #2:** Timesheet is for October 2024 - Your timesheet will be due by 5:00pm on Friday, November 1, 2024
    - Not working on the last day of the month? You may turn your timesheet in early! This assists in faster processing for all timesheets
    - For more information, refer to the Timesheets And Payday section for all things timesheet related

5. I am out of town and forgot to turn in my timesheet. Can I turn it in late or send a copy via email? What if I want someone to turn it in for me?
    - If a timesheet is turned in after the deadline, it will be paid on the next pay cycle (the following month)
    - We are unable to accept email/copied timesheets. Only original timesheets will be accepted
    - Yes, you may have someone turn it in for you. Be sure you advise them to take a picture of your timesheet showing the timestamp as proof that it was turned in on time. For more information, refer to the Timesheets And Payday section

6. My December timesheet was submitted before Christmas Break. Why wasn't I paid for it on my December paycheck?
    - Your December paycheck is to compensate you for the work completed in November. You will be compensated for your December work in January, on the usual payroll cycle

Raptor

1. What is the Raptor System and how do I use it?
    - Raptor is VUSD's Visitor Management System. It is used to identify who is on each of our campuses, giving school administrators the ability to take appropriate steps to keep the students, employees, and visitors safe
        - Each site will have a computer set up in the front office to sign in/out
    - Classified Substitutes are required to sign in and out through Raptor daily
        - Sign in using a Driver's License:
            - Hold your driver's license barcode up to the scanner
        - Sign in without a Driver's License:
            - Tap on "I DON'T HAVE ID" on the kiosk screen
            - Follow the prompts to enter your personal identifying information
        - Complete the sign in process by following the remaining prompts on the screen
    - Remember to sign out when you are finished at the site
        - Scan the barcode on your visitor badge to complete the sign out process

Technology (Email / Google Account)

1. Why do I have a VUSD.org and a VUSD.us account? What's the difference?
    - Your VUSD.**org** (jsmith@vusd.org) account gives you access to:
        - Employee Self Service
        - Password Changer
        - VUSD email (Outlook)
    - Your VUSD.**us** (jsmith@vusd.us) account gives you access to:
        - Google Workspace (Docs, Forms, Sheets, Slides, etc.)

        - PowerSchool Records (Reasonable Assurance Letter, Flu Declination Form, and more to come!
        - VUSD Service Ticket System
2. I keep seeing PowerSchool Records mentioned, what is that and how do I access it?
    - PowerSchool Records is a system that assists us in minimizing onboarding paperwork and streamlines workflows, keeping records secure
    - To access PowerSchool Records, you will log in using your VUSD**.us** account

3. What types of things can I do in PowerSchool Records
    - For now, Records gives you the ability to:
        - Complete your Reasonable Assurance Form
            - For more information, refer to the Reasonable Assurance Letter section
        - Complete the Declination of Flu Shot Form (if requested)
        - Complete the Substitute End of Service Form
            - For more information, refer to the End of Service section

4. I can't access my VUSD.org email.
    - For technology related assistance, please call the Technological Services Helpdesk line at 559-730-7631

Miscellaneous

1. What are the District Office Hours?
    - Monday through Friday 7:45 AM - 4:45 PM.
        - Summer hours (School not in session - June / July)
            - Monday through Thursday 7:30am - 5:30pm

2. I'm sick. How do I take a sick day?
    - For more information, refer to the How To Use Sick Hours - Step-By-Step section

3. Do I need to wear a VUSD badge if I get a sticker badge from Raptor? If so, how do I request one?
    - Yes, even if you are signed in with Raptor, you will need a VUSD Sub badge. Refer to the Safety and Security section
    - To request a badge, visit VUSD.org > Departments > Human Resources Development > Badge Request Form

4. What is considered appropriate attire?
    - Appropriate attire should match the type of class. If you are subbing PE, you may be wearing a t-shirt, sweats, and tennis shoes but if you are subbing in a 3rd grade classroom it would be more appropriate to wear khaki pants and comfortable shoes. For more information, refer to the Appearance and Dress section

5. Where is the information regarding safety in schools?
    - For more information and resources, refer to the MAINTAINING SAFETY AND SECURITY STANDARDS section
    - For additional training videos, log onto the Keenan Online Trainings website. Once logged in, from the "My Assignments" page, scroll to the bottom and select the blue, "View Library" link. On the Extra Training page select the "Emergency Management" link and view any of the desired topics

6. I sprained my ankle and I'm on crutches. Can I still work?
    - Before you report to a site, you will need to bring your doctor's note to Human Resources and a Benefits Technician will be able to review your note and advise if you are clear to report to a site
        - The note should state:
            - Whether you can work with or without restrictions
            - If you have restrictions, list them in detail
    - For more information, refer to the Medical Issue section

2026 - 2027 SCHOOL CALENDAR

2026

July				
Mon	Tue	Wed	Thr	Fri
		1	2	3
6 *	7 *	8 *	9 *	10 *
13 *	14 *	15 *	16 *	17 *
20 *	21 *	22 *	23 *	24 *
27 *	28 *	29 *	30 *	31 *

August				
Mon	Tue	Wed	Thr	Fri
3	4	5	6	7
10	11	12	13	14
17	18	19	20	21
24	25	26	27	28
31				

September				
Mon	Tue	Wed	Thr	Fri
	1	2	3	4
7	8	9	10	11
14	15	16	17	18
21	22	23	24	25
28	29	30		

October				
Mon	Tue	Wed	Thr	Fri
			1	2
5	6	7	8	9
12	13	14	15	16
19	20	21	22	23
26	27	28	29	30

November				
Mon	Tue	Wed	Thr	Fri
2	3	4	5	6
9	10	11	12	13
16	17	18	19	20
23	24	25	26	27
30				

December				
Mon	Tue	Wed	Thr	Fri
	1	2	3	4
7	8	9	10	11
14	15	16	17	18
21	22	23	24	25
28	29	30	31	

2027

January				
Mon	Tue	Wed	Thr	Fri
				1
4	5	6	7	8
11	12	13	14	15
18	19	20	21	22
25	26	27	28	29

February				
Mon	Tue	Wed	Thr	Fri
1	2	3	4	5
8	9	10	11	12
15	16	17	18	19
22	23	24	25	26

March				
Mon	Tue	Wed	Thr	Fri
1	2	3	4	5
8	9	10	11	12
15	16	17	18	19
22	23	24	25	26
29	30	31		

April				
Mon	Tue	Wed	Thr	Fri
			1	2
5	6	7	8	9
12	13	14	15	16
19	20	21	22	23
26	27	28	29	30

May				
Mon	Tue	Wed	Thr	Fri
3	4	5	6	7
10	11	12	13	14
17	18	19	20	21
24	25	26	27	28
31 H				

June				
Mon	Tue	Wed	Thr	Fri
	1	2	3	4
7 *	8 *	9 *	10 *	11 *
14	15	16	17	18
21 *	22 *	23 *	24 *	25 *
28 *	29 *	30 *		

School Starts for Students 08-13-26
Winter Break Starts and Ends for Students 12-21-26 to 01-08-27

School Ends for Students 06-04-27
Spring Break Starts and Ends for Students 03-22-27 to 03-26-2027

SUB OFFICE CONTACT INFORMATION

Main Office Number

559-931-8120 Option 3, Option 2	**Availability:** ● 6:00am - 4:30pm. Unable to reach us? Send us an email! We will respond ASAP

Direct Lines

April Fridlund	559-931-8120 Ext. 11372	**Availability:** ● 6:00am – 4:30pm ● We are working to fill same-day assignments between 6:00am & 9:30am For general questions that are not answered in the handbook, please call after 9:30am or send us an email at the email address below.
Janett Rivera	559-931-8120 Ext. 11373	

Business Cell Phones (Text Only)

April Fridlund	559-280-3193	**Availability:** ● **Text only** between 6:00am - 4:30pm We will respond during business hours
Janett Rivera	559-303-5934	

Email

suboffice@vusd.org	**Availability:** ● Emails will be answered in the order received during normal business hours ● Include your Employee ID # in all correspondence ● Use email to send proof of Certificate/Permit/TB test renewal, general questions, etc. ○ Allow 2 - 3 business days for Certificate/Permit/TB update(s)